16CC SIP Release 1.0 Readme

This file is the readme for the Avaya Agent Deskphone 16CC SIP telephone. This file describes the contents of the January, 2008 software distribution package.

16CC SIP Summary

The Avaya Agent Deskphone 16CC SIP telephone delivers a unique communications experience that drives increased agent productivity.

- KEY FEATURES:
  - Intuitive User Interface
  - Superior Audio Quality
  - New design and display
  - Phone model optimized for Call Center agents and supervisors using headsets

For more information, see the Call Center documentation and the Avaya Agent Deskphone 16CC installation, administrator and, user guides available on support.avaya.com.

Description of 16CC SIP Release 1.0

The January, 2008 release of this software includes:

- Avaya SIP Call Center 5.0 EAS agent support
- 16CC SIP telephone support
  - Multi-line LCD display
  - Softkeys for context sensitive feature invocation and menu navigation
  - Transfer, Conference, Hold, Release, Redial, Mute, Volume hard buttons
  - Message button and Message waiting indicator for voicemail
  - Phone screen, Avaya Menu, Contacts, Call Log, and Navigation hard buttons for application switching and access
  - 16 Call/Line appearance buttons or feature buttons
  - Agent headset and Supervisor headset connections
  - Dual 10/100 Ethernet connections
  - Class 2 PoE support, optional wall power adapter available

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- Language support
  - Brazilian Portuguese, Canadian French, Castilian Spanish, English, German, Latin American Spanish, Parisian French
- Support SIP Call Center features
  - EAS Agent Log-In / Log-Out mapped to soft keys
  - Manual-In / Auto-In/ Aux Work / After Call Work modes mapped to Feature buttons
  - Reason Codes (Aux and Logout)
  - Direct Agent Calling Support
  - Auto-Answer / Manual-Answer
  - VDN of Origin (Whisper) Announcements
  - Multiple Call Handling
  - IP connectivity failure redirection (ROOF) – calls will not be routed to phones without connectivity
  - Third party Call Control to integrate with call center
- Phone Applications / features
  - Multiple call appearance handling
  - Call Log and Contacts
  - A-menu access to user configurable preferences
- Audio Codecs
  - G.711(μ-law and a-law)
  - G.729A and G.729AB

Revision History

No	Date	Changes
1	January 07, 2008	Initial Readme for January Release for 16CC SIP Release 1.0

Known Limitations of 16CC SIP Release 1.0

- Call Center
  - Requires CM 5.0, Call Center 5.0 and SES 5.0 or later
  - Registering multiple phones to the same station extension is not supported (logout a phone before logging in another phone for that same extension)

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- SES
  - SPIM manager web application for creation of contacts is not supported, support may be added in future firmware updates

- SRTP
  - Gateway firmware must support SRTP
  - Crypto suites must match
  - Always provision 'No' encryption (setting 9) as one of the encryption selections in the settings file and on CM

- NAT
  - 16CC SIP Release 1.0 telephones should not be provisioned behind a NAT with private network addresses when the CM and SES switching fabric is provisioned on a different network.

- 16CC firmware

  - Media Encryption - Turned off by default
  - Secondary (PC) Ethernet port – Both the PC and the phone must be set to auto-negotiate to establish Ethernet connectivity on the secondary port (auto-negotiate is the default configuration for both phone PC ports)

Setting up for 16CC SIP Release 1.0 – at a glance

The basic steps for setting up to support 16CC SIP telephones:

- Define an HTTP Server to host the telephone firmware downloads and settings files
- Define a Time Server (SNTP protocol) and parameters
- Provision CM and SES for 4620SIPCC telephones
- Provision Call Center
- More details are in *Getting Started with Avaya Call Center 5.0 and Avaya Agent Deskphone 16CC*
- Optionally, if DHCP is used in the network, the endpoints should be added to the appropriate DHCP scope(s).

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16CC SIP Release 1.0 package contents

For more information, see the Avaya Agent Deskphone 16CC installation, administrator and, user guides available on support.avaya.com.

The package contains all the files necessary to upgrade Avaya 16CC IP telephones to Release 1.0. The following files are included in each package:

- hb16CCua1_0_11_5.bin – The 16CC R1.0 SIP boot application
- SIP16CC_1_0_11_5.bin – The 16CC R1.0 SIP phone application
- 16CCupgrade.txt – This file is downloaded by the Avaya 16CC IP telephones and instructs the telephones on how to upgrade. DO NOT EDIT this file. You MUST USE the 16CCupgrade.txt file included in this package to upgrade to R1.0 SIPCC.
- release.xml – An XML-format text file that is designed to be used with Avaya Integrated Management (AIM) through the Software Update Manager (SUM).
- Seven predefined language files:
  - Mlf_BrazilianPortuguese.xml
  - Mlf_CanadianFrench.xml
  - Mlf_CastilianSpanish.xml
  - Mlf_English.xml
  - Mlf_German.xml
  - Mlf_LatinAmericanSpanish.xml
  - Mlf_ParisianFrench.xml

System specific parameters should be entered into the 46xxsettings.txt file, which is available for separate download at support.avaya.com.

To upgrade your Avaya 16CC IP Telephones to SIP Release 1.0:

- Unzip the zip or executable file in the root directory of the outbound file directory of your HTTP server.
- Make any adjustments required by your environment to your 46xxsettings.txt file.
- Reset your Avaya 16CC IP Telephones.

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One provisioning example may be helpful. Assumptions:

- 16CC SIP telephone IP address: 10.10.10.20
- SIP telephone network mask: 255.255.255.0
- SIP telephone gateway: 10.10.10.1
- HTTP file server: 10.10.20.200
- SES IP address: 10.10.20.192
- SNTP Server IP address: 10.10.30.147
- The SIP domain: mynetwork.com
- Time zone where IP telephone is provisioned: Eastern Daylight Savings Time (following the current rules where Daylight Savings Time begins on the first Sunday of April and ends on the last Sunday of October – for more information on provisioning DST see the 4600 Series IP Telephone LAN Administration Guide)

The following are a minimum group of settings for the 46xxsettings.txt file to make the 16CC telephone operational:

```
SET SNTPSRVR        “10.10.30.147”
SET GMTOFFST        “-5:00”
SET DSTOFFSET       “1”
SET DSTSTART        “1SunApr2L”
SET DSTSTOP         “LSunOct2L”
SET SIPPROXYSRVR    “10.10.20.192”
SET SIP_MODE        0
SET SIPSIGNAL       2
SET SIPDOMAIN       “mynetwork.com”
```

If the 16CC telephone is not acquiring its address courtesy of a DHCP server, it must be provisioned on the phone, itself, through the use of the phone administration menu. Once in the “Admin Procedures” menu, the “ADDR” submenu will allow the administrator to provision the following fields:

```
Phone:              10.10.10.20
Router:             10.10.10.1
Mask:               255.255.255.0
HTTP File Server:   10.10.20.200
```

Notes on Communication Manager (CM) Compatibility and Encryption

The supported versions of CM are 5.0 or greater. The supported versions of SES are 5.0 or greater.

SRTP is not enabled in the endpoints, out of the box. As noted earlier, SRTP is supported, but requires that the gateway software versions also support SRTP (not all do). Once this has been verified SRTP may be provisioned in the following manner.

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For SRTP operation, it is recommended that the CM must be provisioned with the SRTP IP codec policy of:

- 1-srtp-aescm128-hmac80
- 9-none

On the 16CC SIP phone, this can be accomplished with the inclusion of the following setting in the 46xxsettings.txt file:

```
SET MEDIAENCRYPTION "1,9"
```

In general, when any encryption is selected, it is necessary to also include '9-none' as a fallback. For more details, refer to the CM Administration Guide.

Note that, having different Media Encryption settings on different sets requires the *union* of all the encryption settings in CM. For instance, if, in one phone the following media encryption setting is provisioned:

```
SET MEDIAENCRYPTION "1,9"
```

and, in another phone, the following media encryption setting is provisioned:

```
SET MEDIAENCRYPTION "2,9"
```

then, the CM setting must include all unique media encryption values – in this case 1, 2, and 9, or just 9 (if no media encryption is desired).

Note on Invalid Proxy Settings

If an invalid proxy server address is entered on the phone (via the administration screen, accessed through Craft procedures, or via the settings file) and a login is attempted and cancelled, it may be necessary for the administrator to change the incorrectly specified IP address to that of a valid Proxy server and restart the endpoint.

Note on Specification of SEND_DTMF_TYPE Setting

The 46xxsettings.txt file supports the inclusion of one setting, SEND_DTMF_TYPE, which characterizes the endpoint's DTMF treatment, with respect to DTMF being sent in-band or out-of-band. The official documentation for this setting reads:

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```
## DTMF Transmission Method
##   Specifies whether DTMF tones are sent in-band, as
##   regular audio, or out-of-band, using RFC 2833
##   procedures.
##     1 for in-band
##     2 for out-of-band using RFC 2833
## SET SEND_DTMF_TYPE 2
```

Please note that, no matter what setting is provisioned for SEND_DTMF_TYPE2 (1 or 2), the endpoint will treat DTMF as though 2 were specified for this setting. The endpoint will always send DTMF out-of-band, following the scheme specified in IETF RFC 2833.

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